- (b) In proceedings referred to the Office of Administrative Law Judges, the Commission shall specify a date on or before which hearing shall commence, which date shall be no more than six months from the date of publication in the FEDERAL REGISTER of the Commission's order instituting the proceedings or notice of complaint filed. Hearing dates may be deferred by the presiding judge only to prevent substantial delay, expense, detriment to the public interest or undue prejudice to a party.
- (c) In the order instituting a proceeding or in the notice of filing of complaint and assignment, the Commission shall establish dates by which the initial decision and the final Commission decision will be issued. These dates may be extended by order of the Commission for good cause shown. [Rule
- (d) All orders instituting a proceeding or noticing the filing of a complaint will contain language requiring that prior to the commencement of oral hearings consideration shall be given by the parties and presiding officer to the use of alternative forms of dispute resolution, and further requiring that hearings shall include oral testimony and cross-examination in the discretion of the presiding officer only upon proper showing that there are genuine issues of material fact that cannot be resolved on the basis of sworn statements, affidavits, depositions, or other documents, or that the nature of the matter in issue is such that an oral hearing and cross-examination are necessary for the development of an adequate record.

[49 FR 44369, Nov. 6, 1984, as amended at 58 FR 38649, July 19, 1993]

## § 502.62 Complaints and fee.

- (a) The complaint must be verified and shall contain the name and address of each complainant, the name and address of each complainant's attorney or agent, the name and address of each person against whom complaint is made, a concise statement of the cause of action, and a request for the relief or other affirmative action sought.
- (b) Where reparation is sought and the nature of the proceeding so requires, the complaint shall set forth: the ports of origin and destination of

the shipments; consignees, or real parties in interest, where shipments are on "order" bill of lading; consignors; date of receipt by carrier or tender of delivery to carrier; names of vessels; bill of lading number (and other identifying reference); description of commodities; weights; measurement; rates; charges made or collected; when, where, by whom and to whom rates and charges were paid; by whom the rates and charges were borne; the amount of damage; and the relief sought. Except under unusual circumstances and for good cause shown, reparation will not be awarded upon a complaint in which it is not specifically asked for, nor upon a new complaint by or for the same complainant which is based upon a finding in the original proceeding. Wherever a rate, fare, charge, rule, regulation, classification, or practice is involved, appropriate reference to the tariff should be made, if possible.

(c) If the complaint fails to indicate the sections of the acts alleged to have been violated or clearly to state facts which support the allegations, the Commission may, on its own initiative, require the complaint to be amended to supply such further particulars as it

deems necessary.

(d) The complaint should designate the place at which hearing is desired.

- (e) A form of complaint is set forth in Exhibit No. 1 to this subpart.
- (f) The complaint shall be accompanied by remittance of a \$184 filing
- (g) For special types of cases, see §502.92 in subpart F (Special Docket applications for refund or waiver); subpart K (Shortened Procedure); and subpart S (Small Claims). [Rule 62.]

[49 FR 44369, Nov. 6, 1984, as amended at 55 FR 28399, July 11, 1990; 59 FR 59170, Nov. 16, 1994; 63 FR 50535, Sept. 22, 1998]

EFFECTIVE DATE NOTE: At 63 FR 50535, Sept. 22, 1998, §502.62(f) was revised, effective Nov. 2, 1998. For the convenience of the user, the superseded text is set forth as follows:

## § 502.62 Complaints and fee.

(f) The complaint shall be accompanied by remittance of a \$166 filing fee.